

---

**SECTION:** FOOD DELIVERY SYSTEM

**SUBJECT:** Emergency Formula

**ITEM:** *Receipt, Storage and Issuance*

---



**Policy** Local agencies may issue emergency formula (primary contract formulas only) shipped to them by the WIC contract formula manufacturer on a limited basis to applicants or participants.

**NOTE:** When providing this service, local agencies shall maintain records to document the amount of emergency formula issued and the reasons.

---

**Basis for policy** Assists in the oversight of the WIC formula rebate contract.

---

**Receipt of emergency formula** Each local agency choosing to issue emergency formula shall receive a fixed annual allocation of the product(s). By July of each year the WIC Branch will notify participating local agencies of the:

- Projected annual allocation of emergency formula, and
  - Shipping schedule the contract formula manufacturer will follow.
- 

**Local agency reporting requirements** Local agencies shall provide the following information to the State WIC Branch within one week of receipt of an emergency formula shipment:

- Date received,
  - Product name (S = Similac, or I = Isomil),
  - Total number of cans received,
  - Number of damaged cans (if any),
  - Other comments, i.e., incorrect formula received, the amount of the formula does not match the manufacturer's packing slip, etc., and
-

**Local agency  
reporting  
requirements  
(continued)**

- Signature of receiver.

Local agencies shall submit the above required information to the address below via mail or fax:

Mail: California Department of Health Services  
Primary Care and Family Health Division  
Women, Infants, and Children  
Supplemental Nutrition Branch  
Food Package Policy Unit  
3901 Lennane Drive  
MS 8604  
Sacramento, CA 95834

Email: [Fformula@dhs.ca.gov](mailto:Fformula@dhs.ca.gov)

Fax: (916) 928-0517

---

**Storage of  
formula**

Local agencies shall store the emergency formula in a secure, dry area at room temperature. Authorized access to the emergency formula storage area should be limited.

---

**Issuance of  
formula**

Local agencies shall maintain and make available to State WIC staff upon request and in a timely manner, information regarding the issuance of emergency formula. The emergency formula issuance information shall, at a minimum, include the following:

- Date of issuance,
  - Family ID [If applicant lacks sufficient documentation to be certified and cannot return to the clinic that day, leave blank and enter "4" (see below) in "Reason for Issuance" column],
  - Number of cans issued for each product,
  - Reason for issuance code  
(See "Appropriate reasons for issuing emergency formula"), and
  - Initials of local agency staff issuing the emergency formula.
-

**Appropriate reasons for issuing emergency formula**

Local agencies shall record one of the following reasons for issuing emergency formula:

1. Intolerance/transition issues,
  2. Emergency situations,
  3. Breastfeeding problems, or
  4. Other (staff must provide a written explanation).
- 

**Inappropriate reasons for issuing emergency formula**

Local agencies shall not issue emergency formula in the following situations:

- For staff's personal use (unless staff is also a WIC participant and one of the "Appropriate reasons for issuing emergency formula" apply),
  - If staff will receive a benefit of any kind, or
  - For sale or exchange of emergency formula for other goods or services.
-